

December 2024



ConneCT



Client accounts created **online** in December

Secure PINs

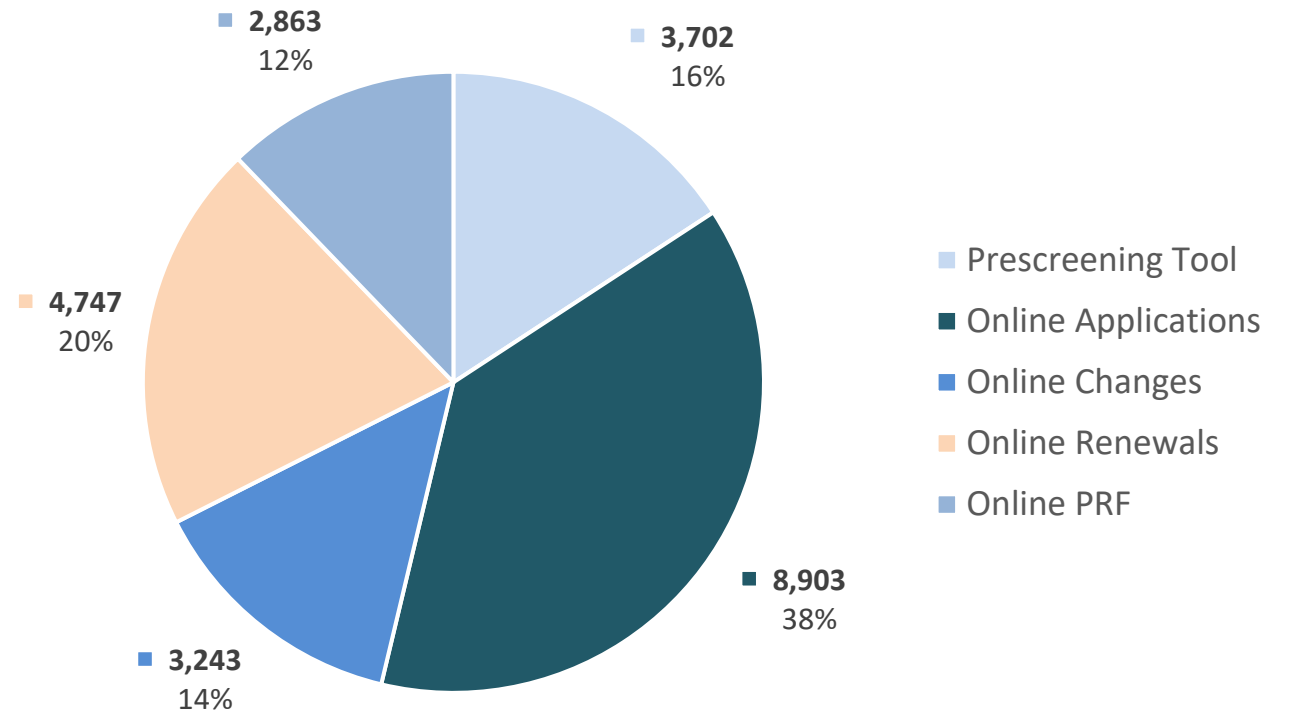


log-in pins used on the DSS 1.855 line in December

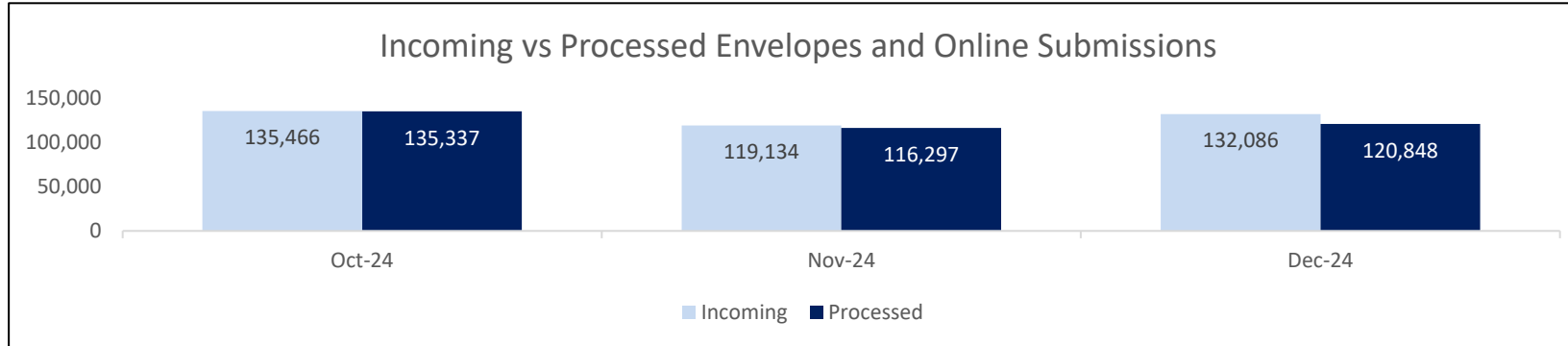
ConneCT is an online tool for current DSS clients where they can create an account to access information about their benefits. New clients can also use ConneCT to apply for benefits. ConneCT allows DSS clients to view their benefits such as their application status, which benefits are currently active, which household members are receiving benefits, and notifications about any upcoming redeterminations.

DSS Clients can access their account through the DSS 1.855 line using their unique PIN or via MyDSS mobile platform.

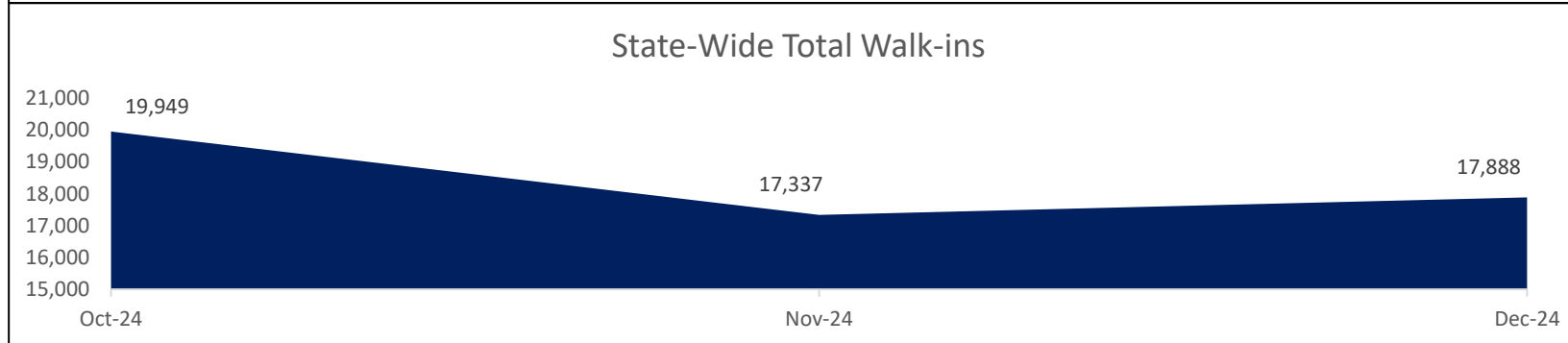
ConneCT ACTIVITY
December Total 23458



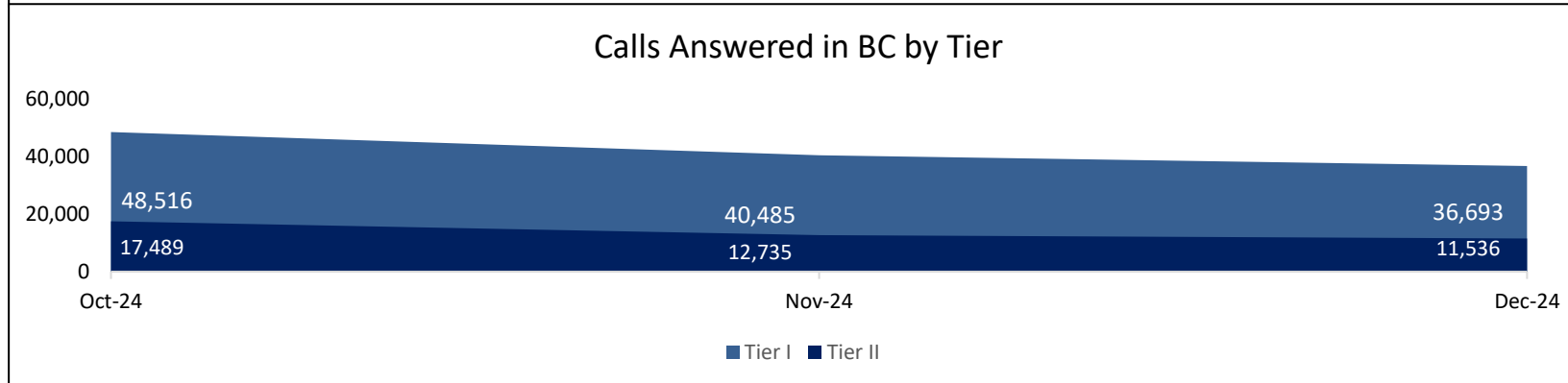
Applications,
Renewals,
Changes, and
Documents
Submitted



In-person
Visits

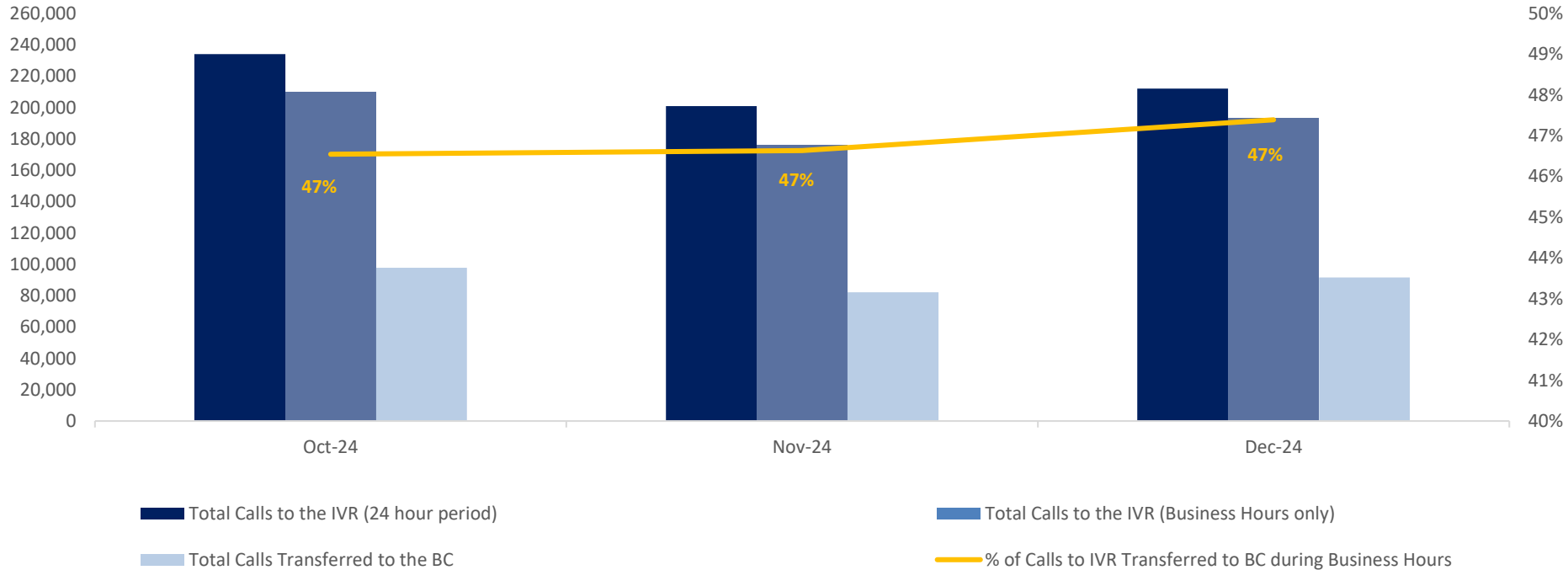


Calls
Answered



During the period of November 2024 through February 2025, DSS modified its Tiered Model approach to answering client calls. DSS will be using Eligibility staff to answer incoming calls and complete the client's tasks to the fullest extent while on the call. Currently, most requests are being addressed directly in Tier I in the present model instead of being transferred over to Tier II. However, some requests are still being transferred over to specialist staff much like in the previous model. DSS will resume a hybrid Tiered model in the middle of February.

Client Info Line Oct 2024 - Dec 2024



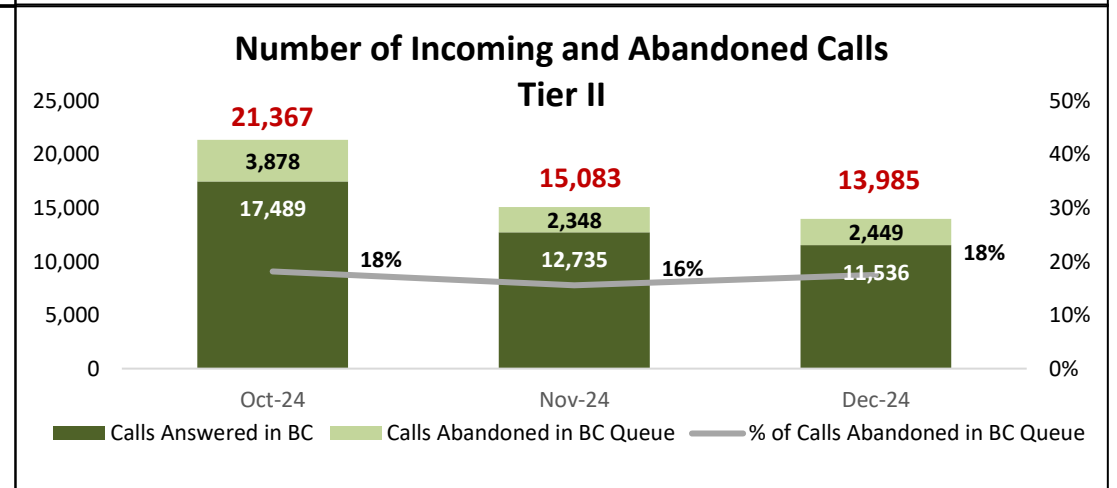
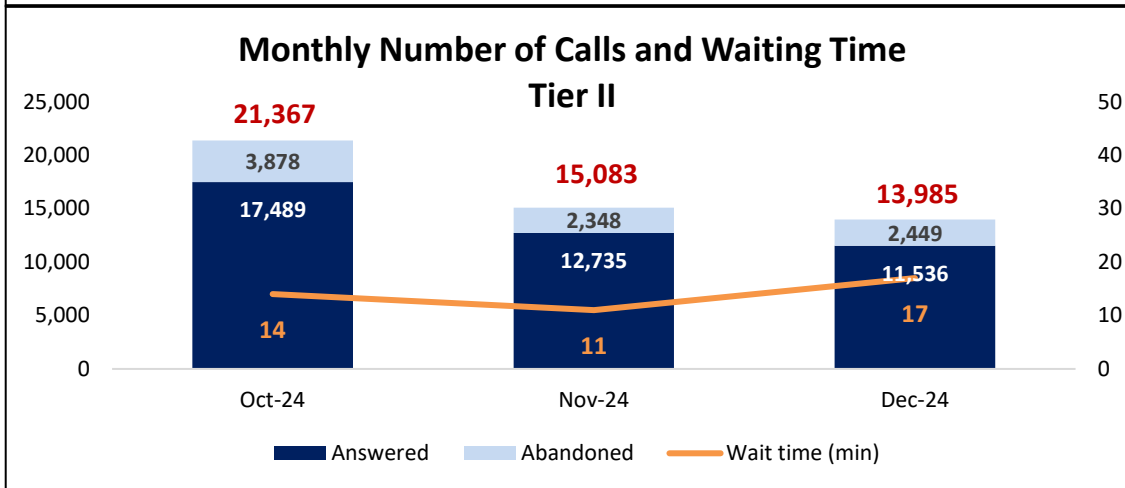
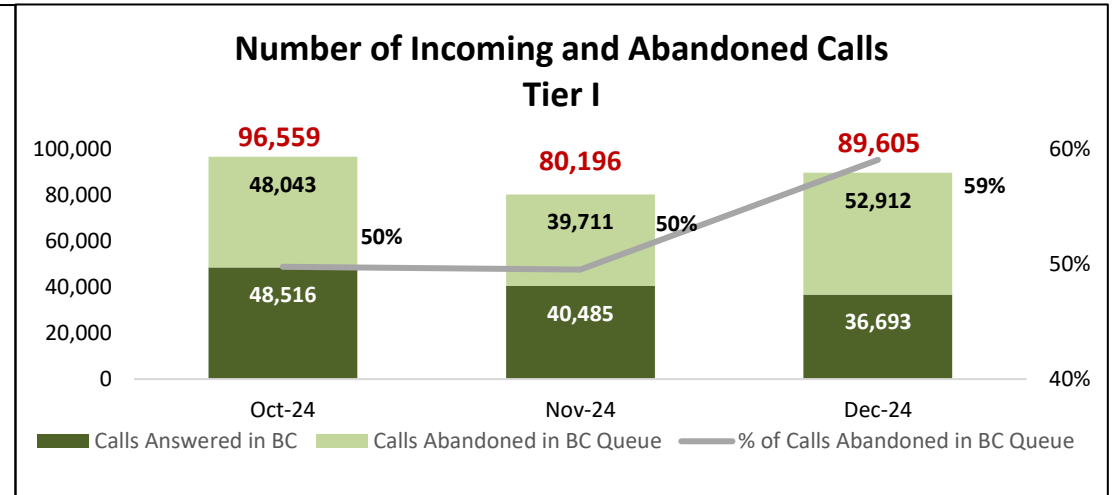
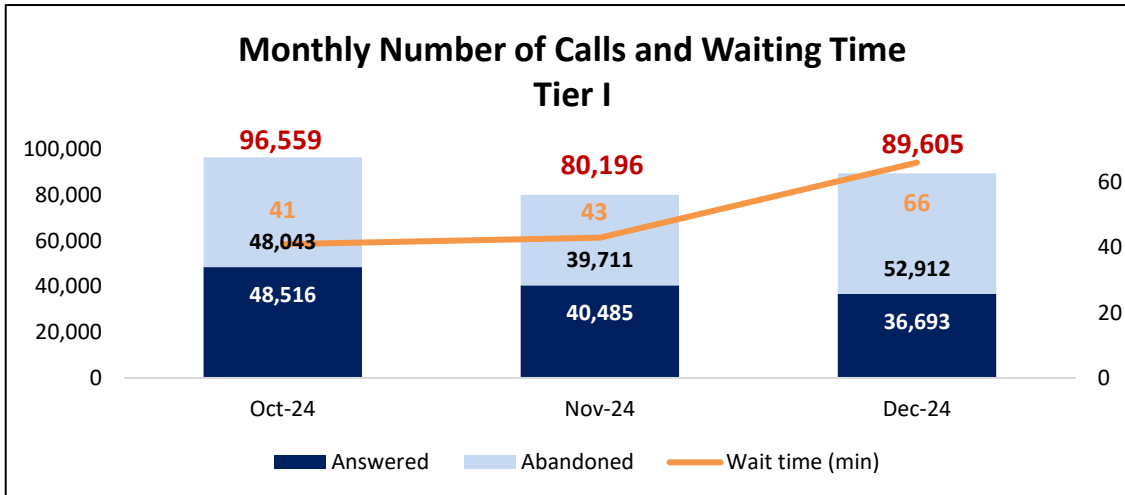
	Oct-24	Nov-24	Dec-24
Total Calls to the IVR (24-hour period)	233,933	200,841	212,104
Total Calls to the IVR (Business Hours only)	209,882	175,992	193,394
Total Calls Transferred to the BC	97,692	82,079	91,652
% of Calls to IVR Transferred to BC during Business Hours	47%	47%	47%

Interactive Voice Response (IVR) is an automated phone system technology that helps callers to access information via a voice response system of pre recorded messages without having to speak to an agent. It also gives callers the ability to utilize menu options via touch tone keypad to have their calls routed to subject matter experts.

Benefits Center (BC) – not a traditional Call Center:

- Staffed by DSS Eligibility Workers – more than just customer service representatives
- Operate through specialized program and policy knowledge; no prepared scripts
- Able to serve all client needs across complex cases and numerous DSS Programs
- Perform all functions, including determining eligibility, processing work items, and serving customers

Calls placed to the Benefits Center are for all DSS programs, including Medical, SNAP (Food Stamps) and Cash Assistance

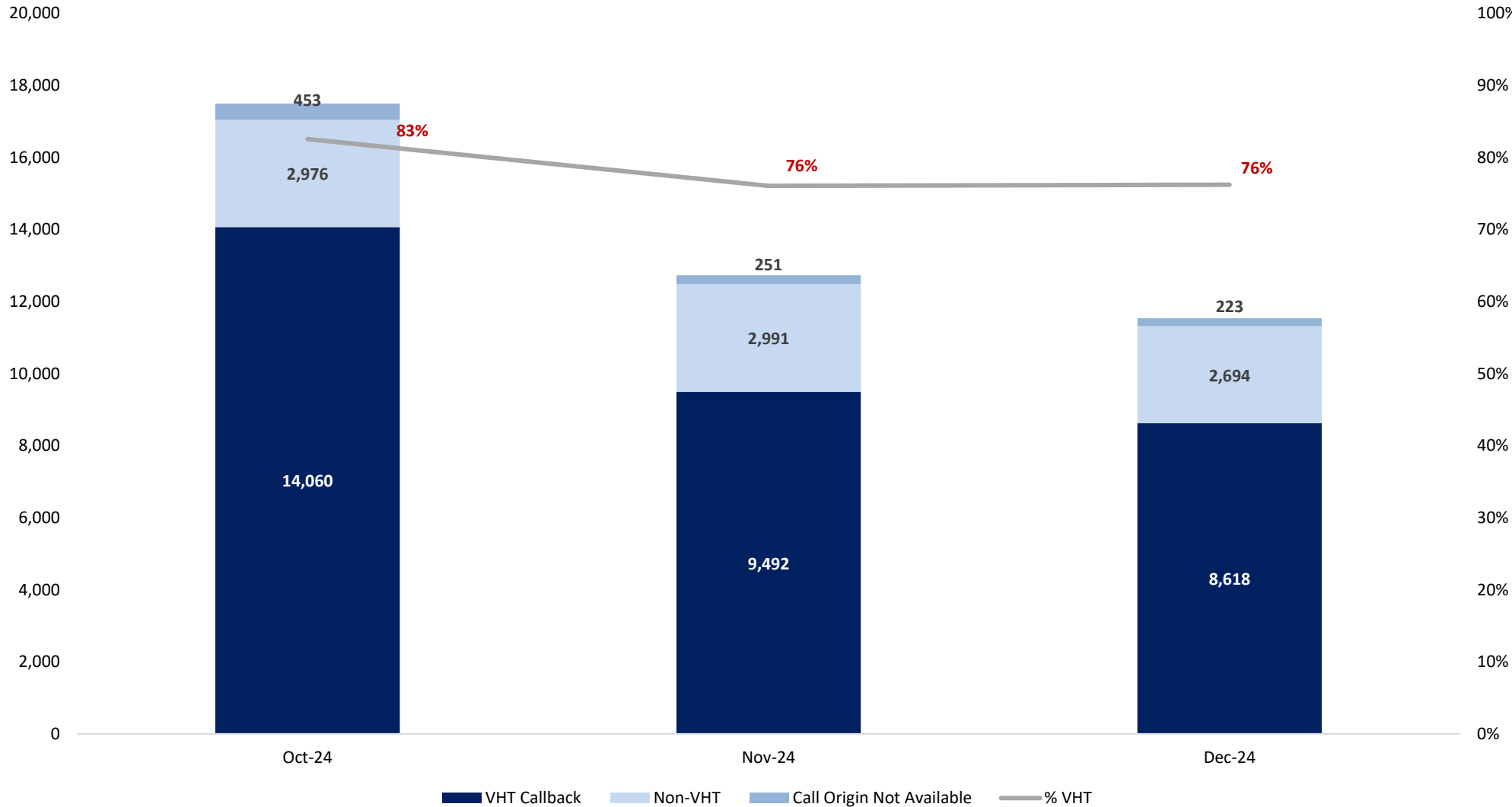


Tier I is the first point of contact for the caller. Tier 1 staff can help resolve issues, schedule appointments, or transfer clients to Tier II, where they will talk with a subject matter expert. Tier II Wait Times begin once the call is transferred from Tier I.

	Oct-24	Nov-24	Dec-24
Tier I Calls Answered in the BC	48,516	40,485	36,693
Tier I Calls Abandoned in BC Queue	48,043	39,711	52,912
Tier II Calls Answered in the BC	17,489	12,735	11,536
Tier II Calls Abandoned in BC Queue	3,878	2,348	2,449

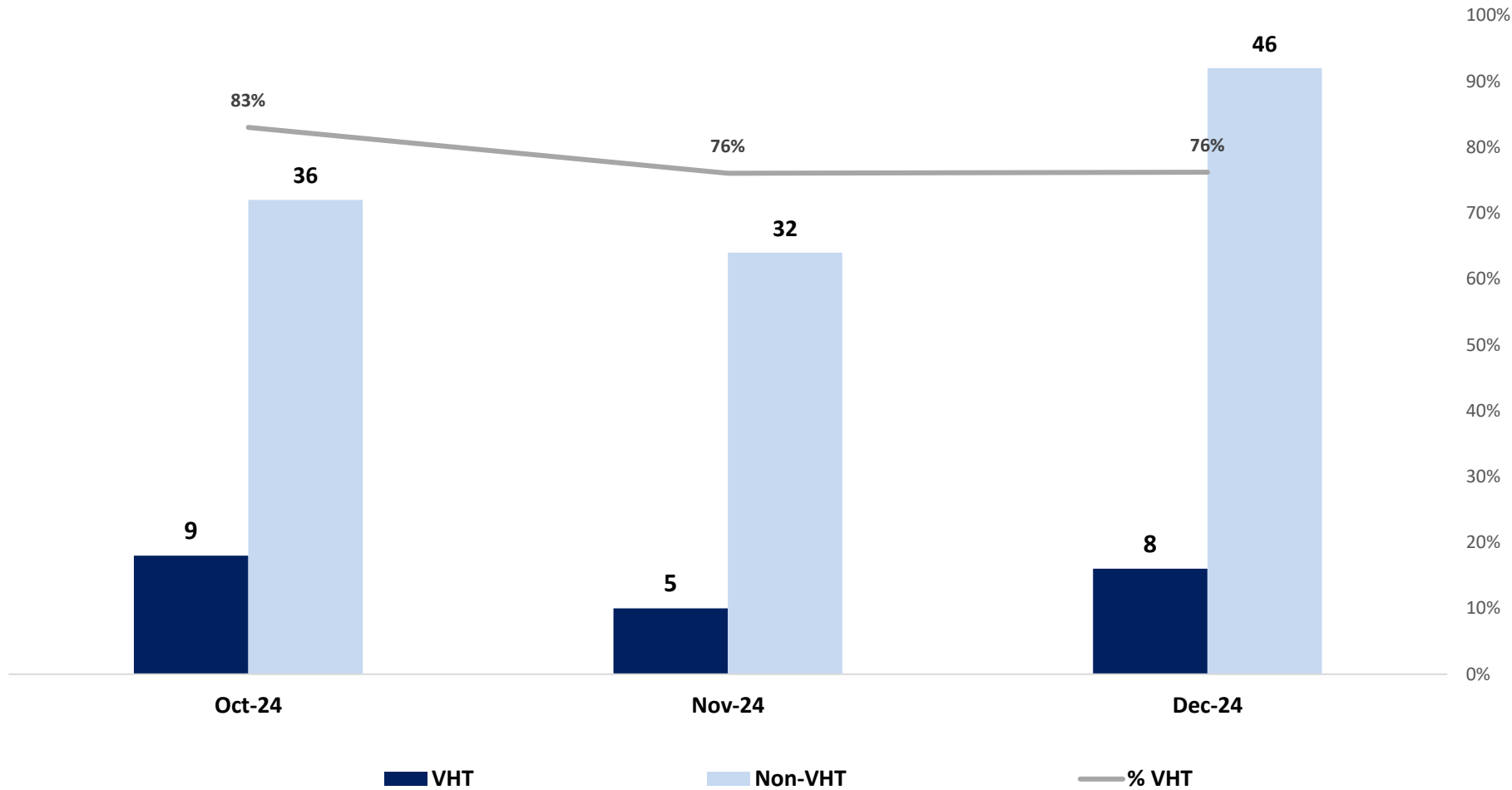
Virtual Hold Technology (VHT) is leveraged to improve customer experience. VHT holds a caller's place in line virtually. Call back software connects the caller to an Eligibility Worker. Callers can opt to be called back as soon as possible or can schedule a specific time.

Total Calls and Percentage Breakdown by VHT/Non-VHT for Tier II



- Virtual Hold Technology (VHT) is leveraged to improve customer experience
- Holds caller's place in line virtually. Callers do not have to physically hold
- Call back software connects the caller to an Eligibility Worker
- VHT was turned on at the end of October 2020

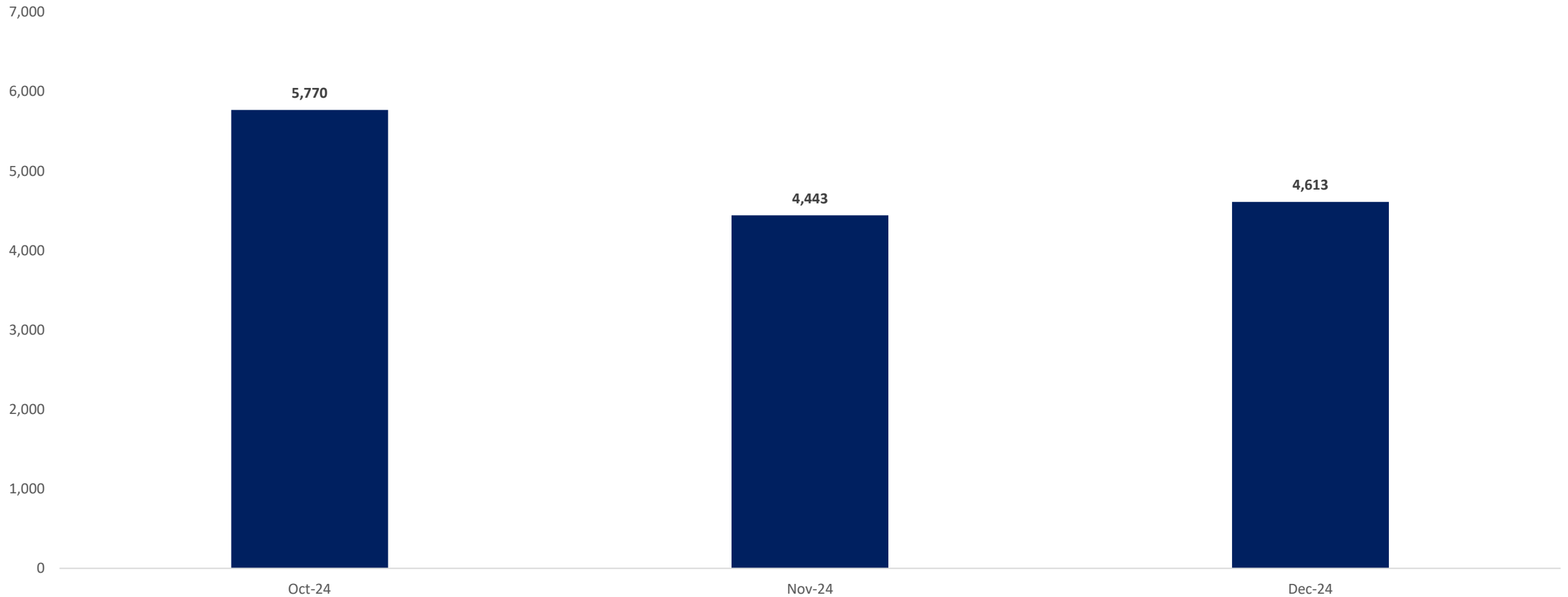
Average Wait times by Tier and VHT/Non-VHT Queues for Tier II (mins.)



Wait times in this chart are different than what's shown on page 5. Page 5 shows the average wait time of all VHT and Non-VHT calls together, whereas in this chart the averages are specific to the type of hold.

Wait Times displayed do not include wait times from CONA(Call Origin Not Available) calls.

SNAP Interviews Conducted

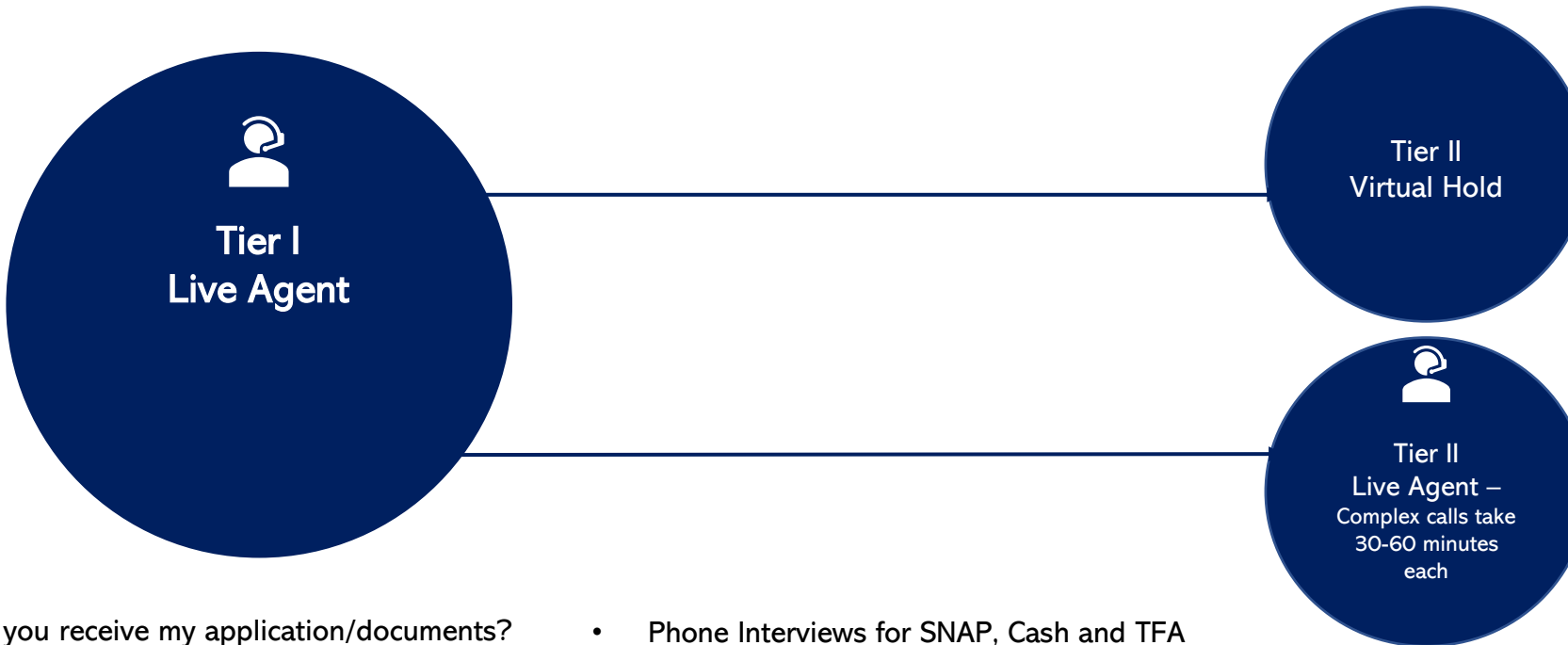


SNAP Telephone interviews corresponds to the total number of calls answered requesting phone interviews per month.

APPENDIX

In April 2023, DSS introduced a tiered telephonic service delivery model in anticipation of high call volume stemming from the PHE Unwind eligibility adjustments. A tiered model helps to direct and escalate client calls based on need and complexity. All DSS client calls start with a tier I agent, and when necessary, moved up to a tier II agent.

Low  Call Complexity  *High*



- Did you receive my application/documents?
- I lost my EBT card, can I get a new one?
- Where can I get a copy of a budget sheet?
- What is the status of case?
- What is my benefit amount and effective date?
- What additional information do I need?

- Phone Interviews for SNAP, Cash and TFA applications and renewals.
- Processing changes reported over phone.
- Processing of submitted documents such as applications, renewals and changes.
- Address and process complex client case inquiries.

Thank You